MERCHANDISE

A.MERCHANDISE SET UP
1.PROPER SET UP TO STANDARD
2.LUCITE CASES
-ONE FOR FIGURINES
-ONE FOR DIE CAST CARS
-THEY WILL MAKE YOU MONEY
3.
4.LOLLIPOPS
5.CHAINS FOR $4.99 ANIMALS AND TOKEN BAGS

B.DRIVING MERCH SALES
1.DISPLAY TO STANDARD
2.EMPLOYEES WEARING, PLAYING AND SELLING MERCH
3.COTTON CANDY COTTON CANDY COTTON CANDY
-COST TO MAKE 5.7 CENTS
-144.3 CENTS PROFIT ON EVERY BAG
-IT COST ABOUT 50 TOKENS TO WIN ENOUGH TICKETS FOR COTTON CANDY
-BIG DISPLAY WITH MULTIPLE COLORS
-EXAMPLE PHILLY-ROOSEVELT SELLS BETWEEN 550-600 BAGS OF COTTON CANDY PER WEEK
-GRAB BAGS TO BIRTHDAY PARTIES

C.CONTROLLING COST
1.COTTON CANDY COTTON CANDY COTTON CANDY
2.ELIMINATE HIGH THEFT ITEMS
-PENS, PENCILS, KEY CHAINS,WATCHES
3.ALL TICKETS SHREDDED
-IF SHREDDER IS BROKEN USE POUR BEET JUICE ON THEM
4.NO OVERNIGHTS OR 2ND DAY DELIVERIES
5.GAMES DISPENSE PROPER AMOUNT OF TICKETS'
6.SCALE WORKS PROPERLY
7.ALL TICKETS VALIDATED????
8.CHECK IN ORDERS(DID WE GET EVERYTHING???)

9.BALANCE OUT HIGH COST AND LOW COST ITEMS'

D.THEFT

1.REALIZE YOU HAVE THEFT

2.WAYS OF STEALING

-BIRTHDAY PARTIES NOT BE RUNG UP

-GRAB BAGS NOT GETTING RUNG UP(DRAS GOING FOR A TIP)

-TOKEN SALE NOT GETTING RUNG UP

-MERCH SALES NOT GETTING RUNG UP

-OUTRIGHT THEFT

-TICKET

-TOKEN

-MERCH

3. ILLUSION OF SECURITY

-CLOSETS LOCKED WITH KEY TO HEAD CASHIER

-TOKEN ACCOUTABLITY

-SIGN OUT SHEET FOR MERCH

-CASHIER MEETING

-TELL THEM YOU KNOW THERE IS THEFT AND ARE WATCHING

-REWARD FOR INFO LEADING TO CATCHING A THIEF

-EMPLOYEE DISCOUNT FOR MERCH(JUST LIKE EMPLOYEE MEAL)

-TICKETS AND TOKENS TREATED LIKE CASH

-CHANGE GAME LOCKS EVERY SO OFTEN

4.WAYS TO COMBAT MERCH THEFT

-NO EMPLOYEES IN STORE OFF THE CLOCK

-NO EMPLOYEE FRIENDS IN STORE OF THE CLOCK

-MANAGER ON THE FLOOR

-MAKE IT CLEAR TO CAST MEMBERS THAT IT IS WRONG EXPECIALLY NEW ONES.

-MYSTERY SHOPPER

-TRACKING

(EXAMPLE)

	F&B SALES	MERCH SALES	MERCH%	CASHIERS
MON	1456	78	5.3%	T.J. / G.H
TUES	1278	27	2.1%	G.H./F.W.

9.BALANCE OUT HIGH COST AND LOW COST ITEMS'

D.THEFT

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2.WAYS OF STEALING

-BIRTHDAY PARTIES NOT BE RUNG UP

-GRAB BAGS NOT GETTING RUNG UP(DRAS GOING FOR A TIP)

-TOKEN SALE NOT GETTING RUNG UP

-MERCH SALES NOT GETTING RUNG UP

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-TICKET

-TOKEN

-MERCH

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(EXAMPLE)

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MON	1456	78	5.3%	T.J. / G.H
TUES	1278	27	2.1%	G.H./F.W.

WED	1390	69	4.9%	T.J./C.K.
THURS	1593	49	3.0%	F.W./C.K
FRI	2459	134	5.1%	T.J./C.K.

-YOU CAN'T FIRE ANYONE BASED ON PERCENTS BUT IT CAN TELL YOU WHERE TO LOOK

-SAME CAN BE DONE FOR TOKEN SALES

E.INVENTORIES

-ALL PRICES ARE CORRECT

-EXTENDED CORRECTLY

-STORE ROOM ORGANIZED

-TWO PEOPLE FOR INVENTORY ONE COUNTS ONE WRITES DOWN.

WED	1390	69	4.9%	T.J./C.K.
THURS	1593	49	3.0%	F.W./C.K
FRI	2459	134	5.1%	T.J./C.K

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E.INVENTORIES

-ALL PRICES ARE CORRECT

-EXTENDED CORRECTLY

-STORE ROOM ORGANIZED

-TWO PEOPLE FOR INVENTORY ONE COUNTS ONE WRITES DOWN.

Prize Set up & Parameters

Merchandise Set up & Parameters

CHUCK E. CHEESE PRIZE CABINETS & WALL			
CABINETS		WALL SHELVES	
CATEGORY	SELECTION	CATEGORY	SELECTIONS
10 TICKETS	4 ITEMS	1.99	4 ITEMS
30 TICKETS	4 ITEMS	2.99	4 ITEMS
60 TICKETS	4 ITEMS	4.99	4 ITEMS **
120 TICKETS	5 ITEMS	5.99	2 ITEMS
200 TICKETS	5 ITEMS	6.99	1 ITEMS
350 TICKETS	5 ITEMS	8.99	3 ITEMS **
500 TICKETS	5 ITEMS	16.99	3 ITEMS
800 TICKETS	4 ITEMS		
		** NOT INCL. PLUSH	

PARAMETERS
1) Every ticket category has one BOY and one GIRL item.
2) Balance cabinets 50% LOGO and 50% GENERIC.
3) All categories 200 and up have two LICENSED items.
4) All LICENSED products must be in the cabinets only.
5) All LICENSED products must stay in their original package.
6) No duplicating of product in cabinet and shelf display.
7) Guest flow layout per display.
8) Do not remove products from shelf or cabinets.
9) Ticket retail is .01.
10) All plush characters available, must be on display.
11) Acrylic cabinets w/ 4 die cast and 4 vinyl figurines.
12) Government warning decal in both cabinets visible to guest.

CASHIER BALANCE FORM

[redacted]

1. Gross Sales (FasFax/Minus Voids)		$ 208.36
2. Less Paid Outs	(-)	$
3. Less Visa/Master Card Credit Cards	(-)	$
4. Less American Express Credit Cards	(-)	$
5. Equals Total Cash Accountability		$ 208.36
6. Actual Cash on Hand		$ 208.35
7. Over/Short		$ (.01)

[redacted]

		TOKENS	TOKEN BAGS
1. Beginning Issue		# 1000	
2. Added/Borrowed by:_____	(+/-)	#	
3. Added/Borrowed by:_____	(+/-)	#	
4. Added/Borrowed by:_____	(+/-)	#	
5. Total Issued (1+2+3+4)	(=)	# 1000	
6. Ending Count		# 680	
7. Tokens dispensed 5-6		# 320	
8. Accountability		320	
9. Over/Short	(+/-)	# (0)	

Cashier's Signature Helen Henry

Manager's Signature Ron Perry

ATTACH CASH DRAWER REPORT TO THIS FORM
ATTACH ALL COUPONS

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USED 320

TOKEN INFO	
$10.00	1
TOKEN $20.00	0
TOKEN $5.00	0
TOKEN $7.50	0
TOKEN GAMES	15
MANAGER TOKENS	0
TOKEN TIME	0
TOKEN FOR TASK	0
(A) RPT CRD TOKEN	0
(B) RPT CRD TOKEN	0
(C) RPT CRD TOKEN	0
TOTAL	16

SPECIAL ITEM INFO		
IND CHEEZ	0	0.00
SM CHEEZ	0	0.00
MED CHEEZ	0	0.00
LG CHEEZ	0	0.00
CEC BOTTL	0	0.00
PROMO CUP	0	0.00
BSTICKS	1	2.45
SM SALAD	0	0.00
SALAD BAR	3	11.85
GRAB BAG	0	0.00
COT CANDY	6	9.00
BALLOON	4	3.00
7.49 BDAY	0	0.00
4.25 GROUP	0	0.00
CHILDS WRLD	0	0.00
TOTAL	14	26.30

PAID IN'S	+	0.00
PAID OUT'S	-	0.00

DETAIL OF VOIDS:

VOID	0	0.00
EMPLOYEE DISC.	1	[redacted] 1.15
MANAGER DISC.	1	[redacted] 1.35
VARIABLE DISC.	0	0.00

ACCOUNTABLE PAYMENT TYPES:

CASH	208.36
CHECK	0.00
VISA	0.00
BDAY DPST	0.00
MISC. SALE	0.00
GIFT CERTF	0.00
AMER/EXPRS	0.00
MASTER CRD	0.00
TOTAL	208.36

[ ] OVERRING [ ] EMPLOYEE MEAL

[X] STAFF MEAL $ AMOUNT 4.45

MGR SIGN Ron Perry

EMP CASHIER SIGN Susie Snowball

REASON Emp Tom / Can Bacon

RETAINED (OVERRING)

[ ] OVERRING RECEIPT [ ] ORIGINAL RECEIPT

[ ] KITCHEN COPY (IF APPLICABLE)

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- COPY -
CHUCK E. CHEESE'S

Order # 0124

1	IND PIZZA	3.25
1	IND TOMATO TOP	0.60
1	IND CAN BACON TOP	0.60
SUB		4.45
MANAGERS MEAL DISC		4.45-
TAX		0.00
TOTAL	0.00	
CASH		0.00
CHANGE DUE		0.00

4/21/96 01 17:04

Name : YERGER,LIA

Tent # 031

[X] OVERRING [ ] EMPLOYEE MEAL

[ ] STAFF MEAL $ AMOUNT 103.45

MGR SIGN Dick Frank

EMP CASHIER SIGN Munch

REASON Wrong # of Children

RETAINED (OVERRING)

[ ] OVERRING RECEIPT [ ] ORIGINAL RECEIPT

[ ] KITCHEN COPY (IF APPLICABLE)

SPP429 1-92

- COPY -
CHUCK E. CHEESE'S

Order # 0045

SUB		103.45
TAX		6.21
TOTAL	109.66	
VOID		0.00
CHANGE DUE		0.00

4/21/96 01 17:04

Name : YERGER,LIA

* Need to have
- Original
- Kitchen Copy

****
WE'RE MAKING MAGIC AT
CHUCK E. CHEESE
WHERE A KID CAN BE A KID
****

CASH PURCHASES

I. ALL CASH PURCHASES/PAID OUTS ARE TO BE:

A. Approved by the entertainment center management.

B. Recorded on the appropriate forms.

C. Telecommunicated to the Home Office.

D. Forwarded to the Home Office and accounting firm.

II. CASH PURCHASES/PAID OUTS SHOULD BE RESTRICTED TO EMERGENCY SITUATIONS ONLY.

A. Adequate advance ordering and purchasing through vendors that charge accounts have been established with should maintain the frequency of cash purchases at near zero levels.

B. The only exception will be those states that require cash payment for beer and wine.

III. PROCEDURES - CASH PURCHASES

A. All cash purchases/paid outs are made from the cash register and not the safe.

B. Only management can authorize the disbursement of cash.

1. The manager can authorize cash purchases up to $100.00 per transaction.

2. Any single transaction over $100.00 (unless previously authorized) will require District Manager's or Controller's approval.

C. A Petty Cash Voucher (See: Exhibit 1) must be prepared in DUPLICATE for all cash purchases. Each cash purchase/paid out should have the following information on the voucher/paid out slip:

1. Date

2. Description of item(s)

3. Proper account name(s) (Refer to Chart of Accounts).

4. Manager's/Assistant's signature. (The General Manger must make final approval of purchases/paid outs prior to posting.)

PETTY CASH VOUCHER

PETTY CASH VOUCHER

Location # _____ Location Name _____

Date: _____ Invoice # _____

Amount _____ For: _____

_____

_____

Acct #: _____ _____

Approved by: Received by:

_____ _____

General Manager

White: Attach to Invoice and Submit to MHMK
Yellow: Weekly Files
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D. Daily, all paid outs should be separated by account number and recorded on the Weekly Report of Cash Purchases.

1. The daily and weekly grand totals on the Weekly Report of Cash Purchases should reconcile with the daily and weekly totals recorded on the Weekly Report.

2. At the end of each day, all columns should be totaled as indicated.

3. A grand total of all paid outs should be recorded on the line designated as GRAND TOTALS.

4. Run an adding machine tape for total of day's receipts. Staple all original receipts, petty cash vouchers and register tapes along with adding machine tape and put into green envelope

WEEKLY REPORT OF CASH PURCHASES (Paid Outs)

LOCATION NAME: ___ _____ LOCATION NO.: _____ WEEK ENDING: _____

To Fax Recap line 19 — To Fax Recap line 20 — To F&B Inv. (Cash Purch)

DATE									GL ACCT
1. FOOD PURCHASES									6210002
2. ALCOHOLIC BEVERAGES									6310006
3. NON-ALCOHOLIC BEVERAGES									6310006
4. SUB TOTAL FOOD LINE									
5. MERCHANDISE									6520001
6. PRIZES									6410001
7. OFFICE SUPPLIES									8112003
8. POSTAGE									8112005
9. UNIFORMS									8116001
10. SECURITY									8117002
11. PAPER SUPPLIES									8118001
12. BIRTHDAY PARTY EXP									8119001
13. CLEANING SUPPLIES									8120002
14. SMALL WARES									8123006
15. PHONE SERV									8128001
16. TELEPHONE B-DAY LINE									8128003
17. MISCELLANEOUS									8131099
18. R&M RESTAURANT									8133075
19. R&M. REGISTERS									8133081
20. R&M. WALKAROUND									8133095
21. R&M. GAMES									8133069
22. TRASH SERVICE									8133099
23. ACCRUED PAYROLL									3310001
24. ACCOUNTS RECEIVABLE									1310001
25.									
26.									
27.									
28. SUB TOTAL OTHERS									
29.									
GRAND TOTALS									

To Fax Recap line 21

Compare to Register Summary Paid Outs column (should be =)

PREPARED BY: _____ **MANAGER'S SIGNATURE:** _____

SPPO70

White - Home Office Yellow - MHMK Blue - Location

WEEKLY REPORT OF CASH PURCHASES (Paid Outs)

LOCATION NAME: _____ LOCATION NO.: _____ WEEK ENDING: _____

Line 10 on back of Reg. Summ. Env. (1106 entries)

Line 9 on back of Reg. Summ. Env. (1106 entries)

To F&B Inv. (Cash Purch)

DATE									GL ACCT
1. FOOD PURCHASES									5210002
2. ALCOHOLIC BEVERAGES									5310006
3. NON-ALCOHOLIC BEVERAGES									5310006
4. SUB TOTAL FOOD LINE									
5. MERCHANDISE									5520001
6. PRIZES									5410001
7. OFFICE SUPPLIES									8112003
8. POSTAGE									8112005
9. UNIFORMS									8116001
10. SECURITY									8117002
11. PAPER SUPPLIES									8118001
12. BIRTHDAY PARTY EXP									8119001
13. CLEANING SUPPLIES									8120002
14. SMALL WARES									8123006
15. PHONE SERV									8128001
16. TELEPHONE B-DAY LINE									8128003
17. MISCELLANEOUS									8131099
18. R&M RESTAURANT									8133075
19. R&M. REGISTERS									8133081
20. R&M. WALKAROUND									8133095
21. R&M. GAMES									8133089
22. TRASH SERVICE									8133099
23. ACCRUED PAYROLL									3310001
24. ACCOUNTS RECEIVABLE									1310001
25.									
26.									
27.									
28. SUB TOTAL OTHERS									
29.									
GRAND TOTALS									

Line 11 on back of Reg. Summ. Env. (1106 entries)

PREPARED BY: _____ MANAGER'S SIGNATURE: _____

SPPO70

White - Home Office Yellow - MHMK Blue - Location

4. At the end of each week, each category of paid outs should be totaled across.

   a. It is imperative that these calculations are accurate, as the Home Office will be entering these totals for financial reporting purposes.

   b. Line 4 –> Sub-Total Food is transferred to the Food & Beverage Inventory Form.

IV. MAILING

A. The receipts are to be stapled together and placed in the green envelope.

B. The envelope should be attached to the original cash purchases form and submitted weekly with other forms to the Home Office.

C. The second copy, along with the duplicate Petty Cash Vouchers should be retained at the center with the other weekly records.

ACCOUNTS PAYABLE

I. ALL ENTERTAINMENT CENTER EXPENDITURES ARE TO BE:

A. Approved by the entertainment center management.

B. Recorded on the proper form.

C. Forwarded to the Home Office for payment.

II. MAILING

A. Invoices received from vendors Monday to Sunday are to be batched and mailed Airborne Express to the Home Office by Monday.

B. Information from the invoice is input for entry into the accounts payable system.

C. Be certain the entire invoice is included.

III. PROCEDURES - INVOICES

A. Each vendor invoice will be stamped with the approval stamp and the appropriate information completed.

B. The entertainment center is responsible for verifying prices and checking footings and extensions.

C. Be sure that all information is entered on the stamp.

D. It is important that the information coded on the stamp is legible. If necessary, use the back side of the invoice so that the information is readable.

E. Approval Stamp/Parts That Must Be Completed

1. Invoice Date - The date is stated on the invoice. Be sure that the date includes month, day and year. Care must be taken that the correct date is entered,since an incorrect invoice date could prevent a duplicate payment from being detected. Also, payment is based on the number of days from the invoice date.

2. Invoice Total - Grand total of the invoice. Must include all extensions, taxes and allowances. Has to match the total on the invoice.

3. Account Name and $ Amount - Determine the General Ledger account(s) to which the invoice is to be coded. Refer to the attached chart of accounts for assistance. (See: Chart of Accounts in preceding chapter). Be sure that all account names used are valid. If freight is included on an invoice, code the total amount to the same account number. **DO NOT CODE THE FREIGHT PORTION TO A SEPARATE ACCOUNT.**

4. Approved By - Approval by manager or assistant manager must be noted prior to the processing of the invoice into the accounts payable system. Approval can be made by signature or initial.

SINGLE CODING

VENDOR_____ ATT_____ U_____
INV #_ _ _ _ _ _ _ _ _ _ _ _
INV DATE _ _ _ _ _ _ _ VOU _ _ _
INV TOTAL $ 3150.00

DEPT/ACCT	DESC	AMOUNT
R + H Restaurant		150.00

APPROVED BY Mr. General Manager

MULTIPLE CODING

VENDOR_____ ATT_____ U_____
INV #_ _ _ _ _ _ _ _ _ _ _ _
INV DATE _ _ _ _ _ _ _ VOU _ _ _
INV TOTAL $ 2500.00

DEPT/ACCT	DESC	AMOUNT
FOOD		1750.00
BEVERAGE		500.00
MERCHANDISE		250.00

APPROVED BY Mr. General Manager

[redacted]

[redacted]

a. [redacted] should be submitted when received.

b. Treated the same as vendor invoices except that the dollar amount is [redacted].

c. Should be processed only for existing vendor numbers.

d. If vendor mails a check for a credit, this check must be forwarded to the Controller's Office with an explanation.

[redacted] STATEMENTS OR INVOICES

a. Statements are not to be submitted for payment, as they may result in duplication of payment to vendors.

b. Only invoices should be included in the weekly batches.

c. If invoices are not provided by the vendor, a statement from the vendor may be submitted for payment.

NOTE: The statement may include several amounts that have been previously approved and sent in for payment. If this situation occurs, approve the statement only for the current amounts - not previously approved amounts. Circle the current amount on the statement and complete all paperwork accordingly. Anytime a statement is included in a batch, a note should be made on the statement that no invoice will be received and payment is to be made from the statement. If this notation is not made, the statement will be pulled from the batch and returned to the entertainment center for proper authorization.

k. UTILITY BILLS

1. All separate utility bills will be mailed to the entertainment centers. (Locations which pay common area dues, including utilities, will not receive separate bills. These fees will be processed by the Home Office).

   a. Management should closely examine all utility bills and pay only the current balance due.

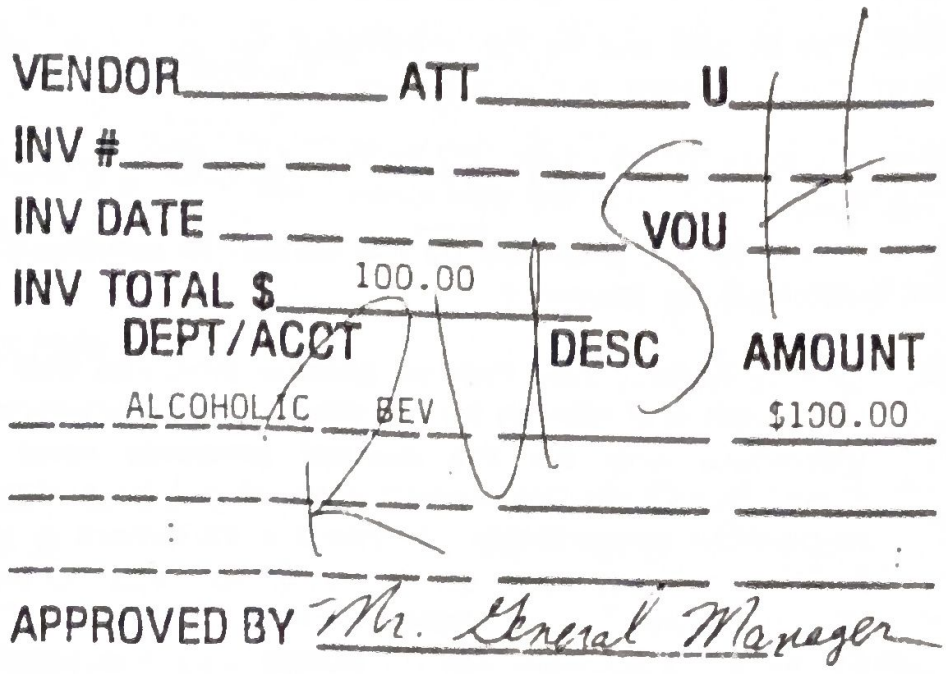
   b. Questions pertaining to the monthly billing should be directed to the utility company.

   c. All utility vendors have been set up as a RUSH. Therefore, bills are paid promptly when submitted to the Home Office.

J. CHARGED LIQUOR INVOICES

1. Certain areas do not require liquor purchases to be paid by cash. To ensure that CHARGED liquor invoices are paid promptly, it is necessary to record above the approval stamp "RUSH LIQUOR INVOICE" in large block letters. This procedure applies to only those Entertainment Centers that are able to charge their liquor purchases.

LIQUOR INVOICES



N. INVOICE TRANSMITTAL/SUMMARY

1. The Invoice Transmittal/Summary is to be attached to the batch of invoices submitted to the Home Office.

2. Two-part form designed to serve as a control for the invoices forwarded.

3. White copy is attached to the batch of invoices sent weekly to the Home Office.

4. Yellow copy is to be retained by the entertainment center and filed in order by batch number.

5. Form Details

Heading Information:

a. Location Number - Preprinted location number.

b. Location - Entertainment center name, also preprinted.

c. Week Ending - Date of week's end.

d. Batch number - The second preprinted number (upper right-hand corner) is batch number. This number will be consecutive with each batch sent. (i.e., if the initial week's batch is 500, the next batch would be 501, etc.). All transmittal/Summaries must be accounted for. If an error is made on a Transmittal/Summary, write "VOID" across the face of the form and send to the Home Office. Only one transmittal is to be sued for each batch, thereby limiting the number of invoices to 25 per batch. If there are more than 25 invoices, a second transmittal will be completed.

Form Body

e. Each invoice is to be listed individually with date, vendor name, invoice number and he amount of the invoice listed under the appropriate account number.

f. Each invoice entry to be totaled in the far right column (horizontal).

g. When all invoices are listed, each account column is to be totaled (vertically).

h. The vertical and horizontal column totals must be cross-footed to the lower right box.

Closing Information

i. Number of invoices enclosed - verify and indicate the number of invoices included in the batch.

COMPLETED INVOICE TRANSMITTAL FORM

Loc. No.
Location
Week Ending 1/9/91

Chuck E. Cheese's
SHOWBIZ PIZZA PLACE

SEND TO: SHOWBIZ PIZZA TIME
4441 W. AIRPORT FWY.
IRVING, TEXAS 75062
FEDERAL EXPRESS ON MONDAY

	DATE	VENDOR NAME	6210001 FOOD	6210002 DEV	6220001 MERCH	6110001 PAPER	6120070 REST/R&M	6120080 ELEC/R&M	6120085 OFFICE	OTHER ACCT. ACCT.	TOTAL INVOICE AMOUNT
1	1/1	Southland	2500.00	500.00	750.00	1250.00			35.00	UNIFORMS 75.00	
2										CLEANING 90.00	
3	↳									BIRTHDAY 110.00	5310.00
4	1/2	Moss Distrib.						250.00			250.00
5	1/2	Arlington Bus.							75.00		75.00
6	1/3	Joe's Carpets					250.00				250.00
7	1/4	Fred's Produce	150.00								150.00
8	1/5	Fred's Prouuce	125.00								125.00
9	1/6	Edward Don								SMALLWARES 200.00	200.00
10	1/7	Fred's Produce	250.00								250.00
11	1/7	Dennis Foland			850.00						850.00
12											
13											
14											
15											
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
	TOTALS		3525.00	1600.00	1250.00	250.00	250.00	110.00	475.00		7460.00

5,310.00 +
250.00 +
75.00 +
250.00 +
150.00 +
125.00 +
200.00 +
250.00 +
850.00 +

009

7,460.00 T

Mi Kinnat Manager
MANAGER'S SIGNATURE

ATTACH ALL INVOICES AND TAPE THE ADDING MACHINE TAPE TO THE BACK OF THIS FORM.

NO. OF INVOICES ATTACHED 9

WHITE COPY—ACCOUNTING
YELLOW COPY—LOCATION

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j. Manager's signature - Entertainment center manager approves and signs.

k. Adding machine tape - An adding machine tape, which shows the total dollar amount of each invoice in the batch, must be attached to the back of the form. The invoice amount per the tape must agree to the amount entered on the stamp. The total dollar amount on the adding machine tape must agree to the highlighted box in the lower right corner.

6. Delivery to the Accounting Firm

a. Upon completing the necessary information, the batch should be mailed Special Delivery to the Home Office Accounts Payable Department.

b. The Monday through Sunday invoices are to be mailed by noon Monday.

c. Invoices are placed in a separate orange envelope and marked "ATTENTION: ACCOUNTS PAYABLE".

7. Input into the Cash Register System Sunday Night

a. Charged food and beverage purchases.

V. OPERATING STATEMENT

A. At the end of each period, the entertainment center will receive a computer printout called the "Comparative Operating Statement" which shows all expenses charged to the entertainment center for that period.

B. This printout should be compared with the Invoice Transmittal/Summaries by the manager in order to verify that the operating statement is correct.

C. Any changes to be made need to be noted on the statement analysis which is sent monthly to the District Manager and subsequently forwarded to the Controller's Office.

D. Verify that items are charged to the proper account.

F. Invoices incorrectly charged should be brought to the Controller's attention by sending a copy of the shipping confirmation with the statement analysis.

OUR ONLY GOAL

EVERY GUEST WHO VISITS US,

LEAVES HAPPY.

EVERY - NOT A FEW, NOT JUST THE KIDS, EVERYONE. THAT TAKES COMMITMENT.

GUEST - NOT A CUSTOMER (CUSTOMERS GO TO K-MART) GUESTS ARE INVITED AND EXPECT TO HAVE FUN AND EXPECT YOU TO PROVIDE THAT FUN.

LEAVES HAPPY - HAPPY MEANS THEY HAD A BLAST; THEIR KIDS ARE EXCITED. YOU WANT THEM TELLING PEOPLE GOOD THINGS ABOUT YOUR PLACE.

THE BIG PICTURE

"GUEST OBSESSION"

The **GUEST** is the most important person in our business.

The **GUEST** is not an interruption of our work; they are the purpose of our business.

The **GUEST** is not always right; but they are never wrong.

The **GUESTS** are not dependent on us. We are dependent on them.

Our **GUESTS** do us a favor by coming in. We are not doing them a favor by serving them.

Our **GUESTS** are part of our business -- not outsiders.

Our **GUESTS** are not just statistics. They are flesh-and-blood human beings with feelings and emotions like ourselves.

Our **GUESTS** are deserving of the most courteous and attentive treatment we can give them.

Our **GUESTS** are people who come to us with their needs and their wants i.e. I'm hungry, I'm thirsty. It is our job to fill them.

Our **GUESTS** are the lifeblood of this and every business. Without them we would have to close our doors.

Treat our customers as a **GUEST** in your own home...

We guarantee satisfaction.

Never say "No" or "I can't to a **GUEST**.

We will do whatever it takes to insure that **OUR GUEST RETURNS!**

THE GUEST

GUEST RELATIONS
GUEST SATISFACTION

- _____ QUALITY
- _____
- CAST MEMBER _____
- _____RELATIONS (YOU)

Chuck E. Cheese's University

GUEST RELATIONS

CEC PROMISE:

To deliver the best family entertainment experience possible at Chuck E. Cheese's! If everything is not 100% satisfactory, please let us know *immediately* so that we can replace it free of charge!

Chuck E. Cheese's University

TOP 10 SIGNS YOU'VE GONE TO A BAD RESTAURANT

10) After presenting the food, the waiter says, "Good Luck"

9) The dog pound has the kitchen staked out

8) They're open 24 hours, but there are no garbage cans out back.

7) You suddenly realize it's the water that's amber colored, not the glass

6) The "free range"chicken is wandering in the men's room

Chuck E. Cheese's University

TOP 10 SIGNS YOU'VE GONE TO A BAD RESTAURANT

5) You ask for a napkin and the waiter says, "Okay, who's Mr. Fancy?"

4) One of your burritos is a rolled up Ace bandage

3) The waitress uses her apron stains to point out the daily specials

2) They serve *chicken skins* as an appetizer

1) The only thing French about the chef is the way he's kissing your wife!!!

Chuck E. Cheese's University

OUR ONLY

GOAL

EVERY GUEST LEAVES HAPPY!!

We're Making Magic at Chuck E. Cheese's.....

Chuck E. Cheese's University

3 KEYS TO RUNNING A GREAT SHIFT!!

- COMMUNICATE WITH YOUR _____!
- COMMUNICATE WITH YOUR _____!
- **EXECUTE THE** _____!

Chuck E. Cheese's University

IF 99.9% WERE GOOD ENOUGH

- ☹22,000 checks would be mistakenly deducted in the next 60 minutes
- ☹1,314 phone calls would be misplaced per minute
- ☹12 babies would be given to the wrong parents each day
- ☹268,500 defective tires would be shipped this year
- ☹20,000 wrong prescriptions would be written in the next 12 months

Chuck E. Cheese's University

GUEST INTERACTION

How long is the average guest visit? ____
How long does each cast member interact with each guest?

- KidCheck ____
- Cashier ____
- Bev/Salad ____
- CEC ____
- Birthdays ____
- Gameroom____
- Ball Crawl ___
- Merch ____
- KidCheck ____
- Total _____

How long does the manager spend with each guest?

Who's really important to the guest?

BEING SALES-MENTAL

- WHAT ARE YOU DOING TO BUILD SALES??

BE CUCKOO FOR BUILDING SALES!!

Chuck E. Cheese's University

BENEFITS OF GUEST VISITATIONS

☆ _____ ☆ _____

☆ _____ ☆ _____

☆ _____ ☆ _____

☆ _____ ☆ _____

☆ _____ ☆ _____

☆ _____ ☆ _____

☆ _____ ☆ _____

Chuck E. Cheese's University

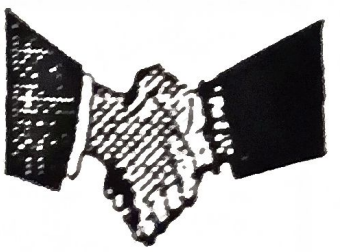
BENEFITS OF GUEST VISITATIONS

- *Creates regulars*
- *Builds goodwill*
- *Shows concern*
- *Uncover problems*
- *Find out what they like*
- *Learn their names!!!*
- *Find out what the competition is doing*
- *Find out what they want us to change*
- BUILD SALES !!! Educate our guests on new things we have (i.e. new sauce, token value, birthdays)

Chuck E. Cheese's University

KEY ASPECTS

- BE _____
- BE _____
- BE _____



S_____
Introduce _____
___ _____ name
Talk to them about _____!!

Chuck E. Cheese's University

GUEST VISITATION TECHNIQUES

What opportunities do we have to visit our guests?

ROLE PLAY

PROACTIVE GUEST VISITATIONS

Chuck E. Cheese's University

WHY GUESTS LEAVE

1% DIE

3% MOVE AWAY

5% INFLUENCED BY FRIEND

9% LURED BY COMPETITION (did we force this?)

14% DISSATISIFIED WITH PRODUCT

68% TURNED OFF BY EMPLOYEE INDIFFERENCE

Can we control these factors???

Chuck E. Cheese's University

Chuck E. Cheese's University

WINNING THE GUEST COMPLAINT

What items or things do we have access to that can resolve the guest complaint and allow them to leave a "RAVING FAN"?

Chuck E. Cheese's University

FORMS OF ADJUSTMENT

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

IF YOU WIN THE ARGUMENT, YOU LOSE!

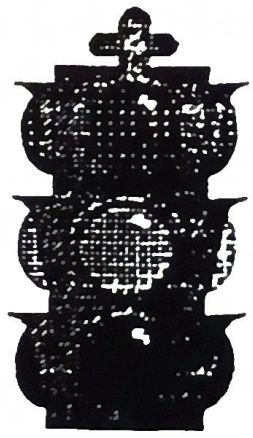
Chuck E. Cheese's University

COMPLAINT-O-METER

1

Lost tickets, tokens
No ice in bins
Late pizza
Wrong pizza
No CEC
Out of toilet paper
Hair in food
Slow or indifferent service
Guest injury
No KidCheck person
Bad Birthday

10



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HANDLING THE GUEST COMPLAINT

- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____
- ✓ _____

Chuck E. Cheese's University

ROLE PLAY

GUEST COMPLAINT HANDLING

Turn a lemon into lemonade!!!

Chuck E. Cheese's University

FIVE STEPS IN HANDLING THE GUEST COMPLAINT

1. **Smile and Introduce Yourself**

   a. Smile signals Guest you are going to be receptive to their problems.
   b. Introduction personalizes the contact and informs Guest you are a person with the authority to solve their problem.

2. **Ask Guest for His/Her Name**

   a. Further personalizes the contact.
   b. Using Guest's name conveys impression of sincerity.

3. **Actively Listen**

   a. Focus complete attention
   b. Show genuine concern
   c. Identify the <u>real</u> problem

4. **Repeat Your Understanding and Empathize**

   a. <u>Repeat back</u> to the Guest <u>those statements</u> which are at the heart of the complaint.

      EX: "Mr. Jones, you had to wait 45 minutes for your pizza? I can understand why you are upset."

      EX: "I can understand why you're upset, Mr. Jones. If one of my kids was injured, I'd be frantic."

   b. Tell the Guest that you understand their problem and that you would feel the same way in their situation.

5. **Resolve**

   a. Take responsibility - Avoid scapegoating

      1a) No one likes to hear <u>excuses</u>.
      2b) No one likes to hear about policies and procedures.

   b. Empathize - Don't sympathize - repeat back

   c. Resolve the complaint by making some form of adjustment immediately.

GUEST ACCIDENTS
WHAT TO DO AND WHAT NOT TO DO

A. TAKE CARE OF ILL OR INJURED GUESTS

- Be courteous and helpful.
- Let the guest decide whether he or she wants To see a doctor, go to the hospital or go home.
- Express concern for the injured but don't discuss responsibility.
- Make a follow-up phone call but avoid discussion of claim settlement.

B. SECURE NAMES OF WITNESSES QUICKLY

- Determine if onlookers saw the incident.
- Get names, addresses, phone numbers, and relationship to injured guest.
- Ask, "Did anyone see what happened?"

C. INSPECT ACCIDENT SCENE CAREFULLY AND TAKE NOTES

- Get other employees to inspect the scene.
- Notify Risk Management.
- If guest is able and willing, consider having them write down their version of the incident as soon as possible after the event.

D. EMERGENCY MEDICAL CARE EXPENSE

- **The company will be responsible for reasonable medical care cost for first-aid treatment rendered immediately (not days) after an accident. Do not commit to any medical treatment expense beyond that described above.**

E. THE FOLLOWING ARE SOME THINGS NOT TO DO

- Don't offer to pay <u>all</u> medical expenses.
- Don't discuss responsibility.
- Don't mention insurance.
- Don't argue cause of accident.
- Don't reprimand employees at scene.
- Don't discuss previous accidents/incidents with strangers, even weeks later.
- Don't allow strangers to inspect, photograph, diagram, or take statements. If in doubt, notify Risk Management.

ACCIDENT / INCIDENT REPORT

- *USE FOR GUEST INCIDENTS / ACCIDENTS RECORD FACTS / INFORMATION ON FORM*
- *TELEPHONE REPORT TO RISK MGMT DEPT.*
  - *214-258-5421*
  - *214-258-5518*
- *FOR INTERCOMPANY USE ONLY*

SHOWBIZ PIZZA TIME, INC

CHUCK E. CHEESES
P.O. BOX 152077
4441 W. AIRPORT FREEWAY
IRVING, TEXAS 75062
MAIN # 214-258-8507
FAX # 214-258-5527

NAME and ADDRESS of INJURED GUEST		Adult	
		Age	
		Minor	
		Age	

PARENT NAME	
(Guardian)	
Home Phone	( ) –
Work Phone	( ) –
Contact Phone	( ) –

Witness Name	
Address	
Phone	( ) –
Witness Name	
Address	
Phone	( ) –

Guest, Parent, Guardian's Version of Accident or Incident	

Incident Date and Location Information			
LOCATION #	INCIDENT DATE	TIME	REPORT DATE
	/ /	: am pm	/ /

Dist. Manager	
General Manager	
Manager on Duty	
Called in By:	
Called in To:	

AMBULANCE / EMS CALLED	YES	NO
GOING TO SEEK MEDICAL CARE	YES	NO
POLICE CALLED	YES	NO
COMP PASS GIVEN	YES	NO
MEAL $ REFUNDED $	YES	NO
MERCHANDISE GIVEN	YES	NO
TOKENS GIVEN	YES	NO

COACHING AND COUNSELING

OCTOBER
1995

KEYS TO CAST MEMBER RELATIONS

1. Be quick to give deserving praise.
2. Reprimand constructively and privately.
3. Never yell at anyone.
4. Provide them with the tools to do the job: don't be out of anything; i.e. food product, supplies, etc.
5. Be consistent.
6. The standards and policies you expect of them should apply to you also.
7. Don't be late. Avoid making a Cast Member wait.
9. Maintain a clean working atmosphere.
10. Smile and be friendly - make their job fun!
11. Stay on the floor - be available.
12. Keep your cool and calm under pressure.

COACHING OUR CAST!

- COACHING
- COUNSELING
- LEADERSHIP
- CORRECTING
- PRAISING
- TERMINATION'S!

SYNONYMS FOR MANAGER

★ _____ ★ _____

★ _____ ★ _____

★ _____ ★ _____

★ _____ ★ _____

★ _____ ★ _____

★ _____ ★ _____

★ _____ ★ _____

COACHING

1) Process of assisting, motivating, challenging, changing, improving a subordinates behavior.

2) Beginning with the end in mind (Results).

3) Task orientation activities used to correct or improve knowledge or skills.

LEADERSHIP

Leadership

- Provide crystal clear _____.
- Provide them with all the _____ they need.
- Provide them with _____ (Get out of their way).
- _____. Follow up (Two-way).

Coaching Process

- Train
- Practice
- Set expectations
- Observe
- Analyze

COUNSELING

A) Define the discrepancy.

- Describe the incorrect behavior.
- Do it in an upbeat manor (First few times).. Don't yell!

B) Seek the cast members input.

- Seek first to understand / never assume.
- Find out their side

C) Agree on solutions.

- Be positive. Mutually agree on solution.
- "What's going to happen next time this happens?"

D) Document/communicate and hold accountable.

- Document in M.O.D. log to notify other managers
- Personnel file (Need dates, explanation).

ROLE PLAYS

Each manager will do a praise and a counseling session to practice what we preach

EMPLOYEE COUNSELING FORM

The counseling session is designed to constructively and positively discuss a work related issue.

Date: _____

Employee: _____ Job Title: _____

Reason for counseling:

_____

_____

_____

_____

_____

_____

_____

re Action Required:

_____

_____

_____

_____

_____

_____

Employee's Response:

_____

_____

_____

_____

_____

_____

_____ _____

Employee's Signature Witness' Signature

_____

Manager's Signature

White Copy to Employee's Personnel Envelope • Yellow Copy to Employee

HIRING OUR STAR CAST

RECRUITING SOURCES

THE 6 TRAITS OF A WINNER

- IMAGE
- INTELLIGENCE
- INTEGRITY
- COMMUNICATION
- DRIVE \ ENERGY
- PERSONALITY \ HOSPITALITY

IMAGE/APPEARANCE

- **DEFINITION:** _____
- Face_____
- Height/Weight_____
- Hair_____
- Smile_____
- How do we assess this trait?
- _____
- Sample questions:
- _____
- _____
- _____

INTELLIGENCE

- **DEFINTION:** _____
- Application:_____
- Answers:_____
- Spelling:_____
- Education:_____
- Sample questions:
- _____
- _____
- _____

INTERVIEW GUIDE

6 QUALITIES	
1. IMAGE/PERSONALITY	I
2. INTELLIGENCE	INTEL
3. INTEGRITY	INTEGRITY
4. DRIVE & ENERGY	D & E
5. COMMUNICATION	CS
6. PERSONALITY/HOSPITALITY	P/H

A. PUT APPLICANT AT EASE (30 sec - 1 min)

°Have you ever been to CEC before?
°Relax atmosphere.
°Identify hobbies/outside interests.
°Briefly tell me about some of your school activities.

B) BACKGROUND-MECHANICAL QUESTIONS (2-3 min)

°What position are you applying for? or, What kind of job duties are you interested in?
°How much money do you need to make on a weekly basis?
°Hours available to work?
°Expected pay?
°How can we contact you?
°Do you have reliable transportation?
°Tell me about your work experiences?

C) PERSONALITY TRAIT QUESTIONS (3-5 min)

°Describe yourself in 3 words. (D&E/P/H)
°Why have you applied at CEC? (CS/INTEL)
°Why should I hire you over all the other applicants?
°Sell me your favorite food.
°What would your previous employer say about your work habits? (CS/INTEGRITY/D&E)
°Give me an example from past experience of a procedure you disagreed with? What did you do? (CS/INTEGRITY/ITEL)
°Pretend you are a waiter and describe your favorite food. (CS/INTEL)
°What is the most fun, exciting thing you have done in your life? (CS/D&E/INTEL)
°What is the most embarrassing situation you have found yourself in with a guest? What did you do? (INTEL/CS)
°Describe a situation where you had to deal with an unhappy guest (spilled a drink on guest). (CS/INTEL/INTEG)
°Entertain me: joke, song, what you'd do as CEC... (P/H)

D) DECISION (1-2 min)

°Positive turnoff or sell/tell ... set-up second ... specific time/date, answer any questions the applicant has.

IMPROPER/ILLEGAL QUESTIONS FOR A JOB INTERVIEW

TOPIC	QUESTIONS YOU MAY NOT ASK
MARITAL STATUS	Are you married (single) (divorced)? Is this your married or maiden name? How many dependents do you have? Have you ever been divorced?
AGE (If obviously not a minor or a senior citizen)	What is your birth date? How old are you? May I see your birth certificate?
RACE	What is your skin color? (etc.)
NATIONALITY	What is your (spouse's) (parents') nationality? How long have you lived in the United States? What language do you speak at home? How did you learn to speak ____ foreign language? What was your (wife's) (mother's) maiden name? Where were you (your spouse) (your parents') born? (If not a minor), what is your parents' name and address?
CITIZENSHIP	What is your (spouse's) (parents') citizenship? Are you (is your spouse) a native born or naturalized citizen?
RELIGION/CREED	What are your religious beliefs? What religious (political) organizations do you belong to? Did you go to a religiously affiliated school?
MILITARY EXPERIENCE	What is (was) your National Guard (Reserve) unit? Were you ever reduced in rank in the service?
ARRESTS	Have you ever been arrested? What for? How many times have you been arrested?
FINANCIAL STATUS	Have you ever been on welfare? Who supports you? What outstanding debts do you have?

OPEN ENDED QUESTIONS

1. Describe an incident where you had to deal with an unhappy Guest.

   Comm/Intel/Integrity

2. Describe a typical day in relation to personal/school/work.

   Comm/Drive and Energy/Intel

3. Give me an example from past experience of a procedure you disagreed with. What did you do?

   Comm/Integrity/Intel

5. When I call your previous employer, what would he/she say about your work habits?

   Comm/Drive and Energy/Integrity

6. What type of training have you received in your previous jobs? What problems did you face?

   Intel/Comm Skill

7. Think of your favorite food and then sell that item to me as if you were a waiter in a restaurant?

   Comm Skill/Intel

8. When you finished assigned tasks early, what do you do?

   Drive and Energy/Comm Skill

9. What is the most embarrassing situation you have found yourself in with a Guest? What did you do?

   Intel/Comm Skill

10. How have you reacted in the past when you know someone is stealing or cheating?

    Intel/Comm Skill/Integrity

11. What's the most fun thing you've every done?

12. What's the most embarrassing situation you've every been in?

13. Describe yourself in 3 words.

14. Why should I hire you?

VISION QUEST
"Service the Guest"

I. <u>Acknowledge Each Guest</u>

A. Friendly greeting as the Guest enters the front door (during peak times) or at the front register (non peak).

II. <u>Service The Guest</u>

A. Cashier (Friendly/ personable)

°Suggestive sell

°Explain service system

B. Speed of Service

°No more than 3 people in a line (open another register).

°Cook Times - 10 minutes

°Pick up/delivery - 15 seconds

°Prebus/box pizza

°Bus/clean table within 30 seconds

°Reseat table within 1 minute

C. Insure excellent product (pizzas, salad bar, games and show).

°Never serve an inferior product

°All games working

°Quality show

D. Points of interaction with the Guest.

°Greeting
(eye contact)

°Phone courtesy

°During pizza delivery
(identify pizza)

°During prebussing
(friendly conversation)

°During birthday parties
(Manager visits each party at least twice)

°Ball Crawl Attendant
(during peak times)

°Gameroom Attendant
(assist Guests)

°Merchandise Area
(friendly and helpful - remember, every child is a winner)

°Costumed Character
Our Point of Difference

III. Entertainment

°Every Guest sees Chuck E. Cheese

°All games working

°Quality show

IV. *Every Guest Leaves Happy!*

QUALITY SHIFT - SET-UP

1. Arrive early - (30 to 45 minutes)
2. Spend 5 to 10 minutes with manager on shift (any problems, any surprises, ie: out of/short stock supply) (business trends).
3. Check staff levels.
4. Quick walk through to identify any "hot spots"

   ie:
   * Running short of salad mix
   * Mens room trashed
   * Salad bar needs ice

5. Direct people to correct "hot spots".
6. Begin walk through with checklist - carry 3 x 5 cards to identify assignments.
7. As staff is checking in begin giving out assignments.
8. Continue with checklist.
9. Check birthday party business plan - # of parties, proper staff assigned, who is assigned for walkaround.
10. Spend 15 to 30 minutes in walk-in checking inventory levels, product freshness.
11. How are we doing on staffing, any call-ins or no shows? Complete position assignments.
12. Finish checklist.
13. Finish individual staff assignments.
14. Begin directing - follow-up, follow-up, follow-up!

QUALITY SHIFT INDICATORS

* NO TRASH EXTERIOR
* NO TRASH INTERIORS
* NO LINES
* PIZZA TIMES CALLED OUT
* PIZZA TIMES NOT OVER 10 MINUTES
* STAFF SMILES
* GUEST SMILES - HAVING FUN
* INSTANT PREBUSSING
* BIRTHDAY PARTIES BEING MET AT DOOR
* RESTROOMS BEING MAINTAINED
* STAFF INTERACTING WITH GUESTS
* BALL CRAWL STAFFED - UNDER CONTROL
* VISIBLE GAMEROOM ATTENDANT
* CLEAN, WELL MAINTAINED WALKAROUND ENTERTAINING THE KIDS
* KITCHEN - CLEAN AS YOU GO
* STAFF GETTING BREAKS
* RESTROOM CHECKS - CLEAN
* SALAD BAR BEING MAINTAINED/FRESH
* STAFF BEING DIRECTED (FOLLOWING FLOW)

KEYS TO A 90+% SHIFT

1. Prior Planning Prevents Poor Performance (the 5 P's).
2. Get yourself organized/visualize the whole shift prior to opening (plan the work and work the plan).
3. Set up your Daily Action Card and shift board - assign very specific job duties for every Cast Member!
4. Do a thorough checklist and insure everything is completed.
5. Get dough proofing Immediately! (Spending 60-75% of pre-opening in your kitchen will insure a quality product throughout the day.
6. Once open, spend majority of time in front of house being a traffic cop. Get Cast Members to hot spots one step before the Guest! Keep an eye on dough constantly - it is our product.
7. Work the floor with a flow that is like the Guest. BE AWARE!! Look at floors, Beverage Bar, Salad, Restrooms, etc.
8. Carry time cards in pocket to monitor uniform compliance and labor. Also - thank Cast Member when they leave.
9. Manage the guest experience - talk to them, they determine our score.
10. Make it fun for our guests and Cast Members. Be involved in every cake parade and Live Chuck E. Our cast should be dancing and interacting with kids and parents!

REGISTER REPORT REFERENCE

Purpose	Dart	FasFax
Open System	1600 MGR Mode (Follow instructions)	MGR SAYS-INTER IN-PRINT
Open Tills	102 MGR MODE	MGR SAYS-CHANGE-DRAWER #-OPA
Paid Outs	107 MGR MODE	MGR SAYS-AMOUNT-IN-TOTAL
Overrings	"OVERRING"-CASHIER#-ORDER-TOTAL-AMT TEND	MGR SAYS-DRAWER#-OPA-DELETE-RING ORDER-TAX-TOTAL
Net Sales	600 MGR MODE	MGR SAYS-1-REPT
Product Mix	200 MGR MODE	MGR SAYS-4-REPT
Hourly Sales	1000 MGR MODE	MGR SAYS-30-REPT
Close Tills	102 MGR MODE	MGR SAYS-CHANGE-0-OPA
Close System	1601 MGR MODE (Follow instructions)	MGR SAYS-INTER-REPT-TOTAL-REPT (Follow instructions)

THE ART OF FLOOR MANAGEMENT

Are you a "people manager" or a "functions manager"?

What do you spend your time doing?

Planning/Preparation - Never be out of anything: food products, supplies, staff, etc.

Open and close by the checklists.

Keep notes and utilize a MOD log – document happenings, notes on people.

Productive overlap management (not tag team management). Have a game plan, assigned areas to supervise when two managers are on the floor. Have a "mini-directional" meeting at changeover time.

Visit tables – talk to your Guests. The most proven formula for building sales is increased management Guest involvement.

Time Awareness - Pizza times - no longer than 15 minutes.
Take times!

Daily management follow-ups.

Build levels
Dough production
Morning restaurant clean-up
Salad bar prep and set-up
Birthday party reservations (table set-up)
All areas set-up and ready to go

(Follow-up instills discipline; attention to detail)

Never compromise on any standard.

A Guest gets his first impression from:

People (image, friendliness)
Landscape/Parking lot
Tables clean
Restrooms
Salad Bar
Floors, carpets throughout
Clean and organized throughout

Have ambience awareness:

Lights
Music
Temperature

Have a critical eye for all food products.

Focus Performance - Key on one FOH and one BOH employee per shift. Give feedback! Positive and developmental. Have a short one on one.

STAY OUT OF THE OFFICE

Be security conscious.

Work the floor with the P & L in mind:

- Sales and Profits
  - Know sales
  - Know labor budget - get employees off the clock when needed
- Walk-in
- Trash can - waste
- Portion control

Keep the staff fired up and smiling.

Work the shift aggressively and energetically and your Cast Members will follow.

OPENING RESPONSIBILITIES

MANAGER: _____ DATE: _____ SALES PROJ: _____ HRS PROJ: _____

		ASSIGNED TO:
BUILDING EXTERIOR		
___	Security - Every door is locked & armed	
___	Parking lot, sidewalk, dumpster & landscaping	
___	Doors & display windows - clean	
CASHIER		
___	Counters - clean & organized	
___	Red numbers - in order, issued in order	
___	Credit Card - imprinter dated; transmitter zeroed out	
___	Birthday Book - neat & orderly	
PRIZE/MERCHANDISE AREA		
___	Displays - neat & clean; full stocked; proper prices	
___	Back-ups - stocked, neat and clean	
___	Cotton candy, balloons & candy - stocked & fresh	
GAMEROOM		
___	Tokens dropped in every coin slot	
___	Tables, chairs & games - clean & set-up	
DINING ROOM		
___	Parties set-up	
___	Tables, chairs & booths - clean and set-up properly	
___	Carpet - clean & vacuumed	
___	Hostess Stand - clean & organized	
___	High chairs & boosters - cleaned and stocked	
___	Animation - operations; proper sound & light	
___	No lights burned out	
RESTROOMS		
___	Floors - clean & dry	
___	Restroom fixtures - clean & sanitized	
___	Soap & paper dispensers - clean & full	
BEVERAGE BAR		
___	Counters - clean & organized	
___	Ice bins - full; no ice build-up	
___	Sodas - proper brix & carbonation	
___	Coffee & Tea - fresh; no grounds in holder	
___	Condiments - fresh lemon & cream; lids stocked	
___	Check all syrup boxes, beer kegs, wine boxes & CO2	
SALAD BAR		
___	Product - fresh; proper cut; mounded	
___	Set-up to diagram; plentiful ice & kale	
___	Storage - stored in pitchers; labeled	
KITCHEN & PREP AREA		
___	Oven Speed _____ Oven Temp _____	
___	Sandwich station - set-up with proper products	
___	Make table - stocked with proper products	
___	Dough - Do we have some of every size proofed?	
___	Dough tools utilized (checklist, water temp log)	
___	Storage - neat & clean; all products are dated	
___	Dishwasher - clean; proper operation & products	
___	Breadstick sauce at 150°	
EMPLOYEE AREA		
___	Neat & clean - all posters are up	
___	Schedules - posted; priced out	
___	Shift board set up with specific job duties assigned	
OFFICE		
___	Door & safe are locked	
___	Bank deposits are made	
___	Clean & organized	
___	Paperwork - neat & completed	
___	Daily Action Card & set-up	
___	Orders placed (if any)	
TECH & COMPUTER ROOM		
___	Clean & organized; secure	
___	PM Chart is completed; show on & proper volume; A/C - heat @ proper temp.	

HOW DO WE MEASURE GUEST EXPERIENCE?

_____ 10 pts 1. A friendly greeting.

- Greeter during peak times
- Cashier
- On the phone

_____ 10 pts 2. Cashier

- No more than 3 people in a line (opens another register).
- Suggestive sells
- Informs the Guest of the service sequence
- Merchandise

_____ 10 pts 3. 10 minute cook time, 8 minutes going into a wait

- Pizza times called out
- Pizza does not sit in the window for more than 15 seconds max.
- Presentation of product.

_____ 10 pts 4. Service person communicates with the Guest as they deliver the pizza.

- Interaction w/Guests
- Describe pizza
- Ask if there will be anything else
- Distribute plates

_____ 10 pts 5. Server or manager checks back with the Guest on food quality.

_____ 10 pts 6. Bus and clean tables within 60 seconds of Guest departing.

- Prebussing
- Preboxing

_____ 10 pts 7. Every Guest sees **Chuck E. Cheese**.

_____ 10 pts 8. All games on the floor are working properly.

- Ball Crawl/Safety

_____ 10 pts 9. Fun/hospitable environment.

_____ 10 pts 10. Management visible/interacting with the Guest and Employees.

DAILY DOUGH PRODUCTION AND ROLL-OUT

DATE: _____ MANAGER: _____ PROJECTED SALES: TOTAL $ _____ AM $ _____ PM $ _____

BUN SIZE	PROJECTED USAGE TODAY AM/PM	3/4 TOMORROW • USAGE	TOTAL = USAGE	PRODUCT ON HAND* (WITHIN SHELF - LIFE AT CLOSE)	QUANTITY TO = MAKE	OZ. WT. PER X BUN	TOTAL OZ. TO MAKE
INDIVID	/	•	=	-	=	X 6	=
BRDSTK	/	•	=	-	=	X 11	=
SMALL	/	•	=	-	=	X 11	=
MEDIUM	/	•	=	-	=	X 17	=
LARGE	/	•	=	-	=	X 22	=

The quantity to make column must be equal to or exceed the column labeled 3/4 Tomorrow Usage, to insure there is enough dough to open with the following day.

TOTAL OUNCES NEEDED FOR ALL BUNS = _____

DIVIDED BY OUNCE WEIGHT PER BAG ÷ 588
(588 oz. per 25# bag)

EQUALS TOTAL # OF BAGS NEEDED = _____

WHAT TO BUN

INDIVIDUAL = _____ TRAYS (20 PER TRAY) (120 oz/tray)

BRDSTK/ SMALL = _____ TRAYS (15 PER TRAY) (165 oz/tray)

MEDIUM = _____ TRAYS (10 PER TRAY) (170 oz/tray)

LARGE = _____ TRAYS (8 PER TRAY) (176 oz/tray)

WHAT TO ROLL

	INDIVIDUAL SKINS/TRAYS	BREADSTICKS SKINS/TRAYS	SMALL SKINS/TRAYS	MEDIUM SKINS/TRAYS	LARGE SKINS/TRAYS
QTY TO ROLL OUT AT 8:00 AM	/	/	/	/	/
QTY TO BUILD ROLL-OUT TO AT 2:00 PM	/	/	/	/	/
INVENTORY ON HAND AT 2:00 PM	/	/	/	/	/
ACTUAL QTY TO OLL-OUT FOR PM	/	/	/	/	/
QTY DISCARDED AT CLOSE	/	/	/	/	/

CHARACTERISTICS OF A SUCCESSFUL MANAGER

1. INTEGRITY

- Do what you say you're going to do.
- Follow through on commitments consistently.
- Refuse to compromise on your principles.

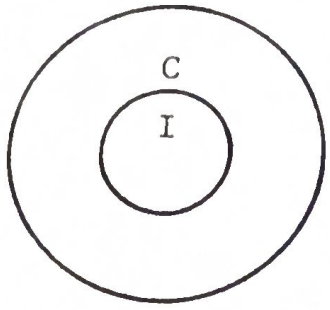
2. SENSITIVITY

- Our only true assets are people (Cast Members and Guests).
- The people asset is a transient one - they go home when you go home - they come back only if you are sensitive to their needs.
- You have to be sensitive to achieve sales and morale.
- The difference between "aggressiveness" and "assertiveness":

a. The aggressive manager presses forward and doesn't allow others opinions;
b. The assertive manager presses forward and allows others opinions.

3. FOCUS

- You have to know where you are going.
- Stay within your circle of influence:



Circle of Concern: Everything you are concerned with.

Circle of Influence: Everything you can do something about.

- It's o.k. to be ambitious - be sure to spend your time on what you can have an affect on.

- Remember: A manager's job is 80% training people and 20% making sure that they do what you taught them.

4. LEADERSHIP

- Always remember that you are ShowBiz/Chuck E. Cheese to your Guests and Cast Members.
- If you know your job and do it you'll set good direction and follow-up.
- Leadership is pulling, not pushing - nobody will be pushed along.
- Set a good example.

5. ACCOUNTABILITY

- The only accountability that really counts is downward. When you stop this you stop doing a good job.
- Take care of yourself first (personal life - mentally - physically), your Cast Members next, the company third.
- Look at the weakest member of your staff - that's a reflection of your effectiveness.

6. ORGANIZATION

- Be organized in your thought process - have a method that works for you.

7. TENACITY

- Stay with it - this is critical to your success.
- Stay with it through the tough times. There will be extreme highs and lows.

8. ENERGY

- The job takes an incredible amount of energy. You need a high degree of energy in order to make it.
- Energy is contagious, people see and pick up on your excitement.

OTHER CONSIDERATIONS:

- Sales is a goal; profit is a result.
- You can't have too much sales - you can have to much profits.
- To impact sales - guarantee a consistent quality product, service and cleanliness.
- Without morale you will not have sales and profits.
- Definition of Morale - Being specific and direct with people without being abusive or abrasive and developing people through accountability toward performance standards and training. Performance leads to satisfaction (MORALE) before satisfaction (MORALE) leads to performance.